

## Postal Regulatory Commission

## § 3030.10

(d) If the Commission finds the proposed update not in accordance with the policies and the applicable criteria of chapter 36 of title 39 of the United States Code, the Commission may direct other action as deemed appropriate.

### **§ 3020.112 Limitations applicable to competitive mail matter.**

The Postal Service shall notify the Commission of updates to size and weight limitations for competitive mail matter pursuant to subpart E of this part.

## **PART 3030—RULES FOR COMPLAINTS**

### **Subpart A—General**

Sec.

3030.1 Applicability.

3030.2 Scope and nature of complaints.

### **Subpart B—Form and Manner Requirements of Initial Pleadings**

3030.10 Complaint contents.

3030.11 Service.

3030.12 Pleadings filed in response to a complaint.

3030.13 Conditions for applying rate or service inquiry procedures to complaints.

3030.14 Answer contents.

### **Subpart C—Supplemental Information**

3030.20 Sufficiency of information.

3030.21 Investigator.

### **Subpart D—Proceedings**

3030.30 Beginning proceedings on complaints.

### **Subpart E—Settlement**

3030.40 Policy on settlement.

3030.41 Satisfaction.

### **Subpart F—Commission Determinations and Relief**

3030.50 Remedies.

AUTHORITY: 39 U.S.C. 503; 3662.

SOURCE: 74 FR 16744, Apr. 10, 2009, unless otherwise noted.

## **Subpart A—General**

### **§ 3030.1 Applicability.**

(a) The rules in this part govern the procedure for complaints filed under 39 U.S.C. 3662 that meet the form and manner requirements of subpart B of this part. Part 3001, subpart A of this chapter, applies unless otherwise stated in this part or otherwise ordered by the Commission.

(b) Sections 3001.25 through 27 of this chapter and § 3001.33 of this chapter do not apply to this part unless and until the Commission makes a finding under § 3030.30(a)(1) that the complaint raises material issues of fact or law.

### **§ 3030.2 Scope and nature of complaints.**

Any interested person (including a duly appointed officer of the Commission representing the interests of the general public) may file a written complaint with the Commission if that person believes that the Postal Service is not operating in conformance with:

(a) The provisions of 39 U.S.C. chapter 36, or 39 U.S.C. 101(d), 401(2), 403(c), 404a, or 601; or

(b) Any rule, order, or other regulatory requirement based on any of these statutory provisions.

## **Subpart B—Form and Manner Requirements of Initial Pleadings**

### **§ 3030.10 Complaint contents.**

(a) A complaint must:

(1) Set forth the facts and circumstances that give rise to the complaint;

(2) Clearly identify and explain how the Postal Service action or inaction violates applicable statutory standards or regulatory requirements including citations to the relied upon section or sections of title 39, order, regulation, or other regulatory requirements;

(3) Set forth the business, commercial, economic or other issues presented by the action or inaction as such relate to the complainant;

(4) Include a description of persons or classes of persons known or believed to be similarly affected by the issues involved in the complaint, if applicable;